ServSafe Workplace
A suite of training programs rooted in cultural and social issues affecting today’s restaurant and hospitality work environments.

Understanding Unconscious Bias: Manager Edition
Bite-size sessions

Don’t have time to complete Understanding Unconscious Bias in one sitting? Follow the Menu markers below to view the Manager Edition across multiple sessions.

6-10 minute sessions
Session 1 Welcome → Perspective and bias
Session 2 My perception → Understanding our own biases
Session 3 The impact of bias at work → Finding solutions
Session 4 Dealing with bias, ours and others’ → Review
Session 5 Managing bias → Policies: When to get a manager
Session 6 Hot spots in the operation → Being a role model
Session 7 Crisis management → Knowledge check

3-5 minute sessions
Session 1 Welcome → Everyone has biases
Session 2 Bias against our own in-group → Perspective and bias
Session 3 My perception → The impact of bias on the operation
Session 4 Why care about unconscious bias? → Understanding our own biases
Session 5 The impact of bias at work → Dealing with guest bias
Session 6 Trouble in the lounge → Finding solutions
Session 7 Dealing with bias, ours and others’ → Positive intent and point of view
Session 8 Conflict → Review
Session 9 Managing bias → Benefits
Session 10 Managing Guest Interactions → Policies: When to get a manager
Session 11 Hot spots in the operation → Teachable moments
Session 12 Managing employee interactions → Being a role model
Session 13 Crisis management → Wrap up
Session 14 Knowledge check

AHLEI.org/ServSafe-Workplace
ServSafe Workplace
A suite of training programs rooted in cultural and social issues affecting today’s restaurant and hospitality work environments.

Understanding Unconscious Bias: Employee Edition

Bite-size sessions

Don’t have time to complete Understanding Unconscious Bias in one sitting? Follow the Menu markers below to view the Employee Edition across multiple sessions.

6-10 minute sessions
Session 1 Welcome → Perspective and bias
Session 2 My perception → Understanding our own biases
Session 3 The impact of bias at work → Finding solutions
Session 4 Dealing with bias, ours and others’ → Review
Session 5 Knowledge Check → Conclusion

3-5 minute sessions
Session 1 Welcome → Everyone has biases
Session 2 Bias against our own in-group → Perspective and bias
Session 3 My perception → The impact of bias on the operation
Session 4 Why care about unconscious bias? → Understanding our own biases
Session 5 The impact of bias at work → Dealing with guest bias
Session 6 Trouble in the lounge → Finding solutions
Session 7 Dealing with bias, ours and others’ → Positive intent and point of view
Session 8 Conflict → Review
Session 9 Knowledge Check → Conclusion

AHLEI.org/ServSafe-Workplace